



Muhammad Junaid Khalil

Date of birth: 14/06/2000 | **Nationality:** Pakistani | **Phone number:**

(+36) 204341861 (Mobile) | **Email address:** malikjunaidk00@gmail.com | **LinkedIn:**

<https://www.linkedin.com/in/malikjunaidk00/> |

Address: Furedi utca 14, 1/1, 4032, Debrecen, Hungary (Home)

● ABOUT ME

As a final-year Computer Science student, I bring a robust proficiency in programming languages including Java, C, C++, and Python, coupled with adept web development skills encompassing HTML, XML, and CSS. My collaborative approach is evidenced through active participation in team projects. I have demonstrated hard work and professionalism in side jobs while utilizing tools such as SAP BW, Salesforce, CyberSource, and Commerce Cloud. Additionally, my commitment to precision is underscored by my experience with PKMS and providing Level 2 support for wearables. Currently seeking internships to further augment my skill set, I am enthusiastic about leveraging my technical acumen and problem-solving capabilities to make meaningful contributions within a professional setting.

● WORK EXPERIENCE

10/2023 – CURRENT Debrecen, Hungary

TECHNICAL SUPPORT ANALYST TRANSCOSMOS (ECOFLOW)

- Provided comprehensive technical support via multiple channels for EcoFlow products.
- Managed Qianyi ERP System for sales orders from major retailers across 100+ warehouses.
- Executed daily order processing with a focus on efficiency and accuracy.
- Offered expertise on technical aspects and certifications.
- Provided insights for product enhancement based on customer interactions.
- Diagnosed and troubleshooted technical issues with EcoFlow devices.
- Stayed updated on product updates and industry trends.
- Collaborated with teams to address customer needs promptly.
- Ensured compliance with KPIs for optimal business impact.

Debrecen, Hungary

BRANCH MANAGER KOHINOOR BAZAR DEBRECEN

As the Store Manager at Kohinoor Bazar in Debrecen, I undertaken a multifaceted role, single-handedly orchestrating all operations within the branch to cater to both international and local customers' grocery needs. My responsibilities span the spectrum of store management, requiring a keen blend of leadership, organization, and customer-centric skills.

Key Responsibilities

- Sales Management
- Customer Care Service
- Stock Maintenance
- Marketing and Promotions
- Financial Management

Address Darabos utca 4, 4026, Debrecen, Hungary

06/09/2022 – 30/09/2023 Debrecen, Hungary

CUSTOMER SERVICE REPRESENTATIVE TRANSCOSMOS (FOSSILS)

Provided exceptional assistance across sales support, e-commerce, repairs & warranty, and Level 2 wearables support. Utilized tools such as SAP, Salesforce, CyberSource, and Commerce Cloud.

- Assisted with purchases, inquiries, and product selection on e-commerce platforms.
- Managed online interactions, order tracking, and payment issue resolution.

- Handled repair, warranty, and return processes for customer satisfaction.
- Provided Level 2 technical support for wearables, troubleshooting and resolving issues.

● EDUCATION AND TRAINING

08/2020 – CURRENT Debrecen, Hungary

BSC COMPUTER SCIENCE University of Debrecen

Address Egytem Sugarut 1, 4032, Debrecen, Hungary | **Website** <https://www.edu.unideb.hu/>

2016 – 2018 Layyah, Pakistan

FSC Govt. Post Graduate College Kotsultan

Field of study Pre Engineering | **Final grade** 84.45%

2014 – 2016 Layyah, Pakistan

MATRIC Shaheen Ideal Public High school

Field of study Natural sciences, mathematics and statistics | **Final grade** 92.63%

● LANGUAGE SKILLS

Mother tongue(s): **SRAIKI** | **URDU**

Other language(s): **ENGLISH** | **PUNJABI**

● ADDITIONAL INFORMATION

PROJECTS

2022

MUZLI Entrepreneurship Skills Development Scholarship Programme As an active participant in the MUZLI Entrepreneurship Skills Development Scholarship Programme, I collaborated within a dynamic team of five individuals to conceive, develop, and execute three distinct business projects from inception to realization. This comprehensive experience encompassed the entire entrepreneurial journey, encompassing ideation, meticulous planning, rigorous risk analysis, and eventual physical implementation.

Key Achievements and Responsibilities:

- **Idea Generation:** Contributing innovative ideas and participating in brainstorming sessions, I helped shape the concepts that formed the foundation of our business projects.
- **Strategic Planning:** Collaboratively, we crafted comprehensive business plans, outlining each project's goals, target markets, revenue models, and operational strategies.
- **Risk Analysis:** I actively engaged in conducting thorough risk assessments, identifying potential obstacles and devising contingency plans to ensure our projects were well-prepared to navigate challenges.
- **Cross-Functional Collaboration:** Working seamlessly across diverse disciplines, I collaborated with team members, each bringing unique skills and perspectives to collectively enhance the projects.
- **Physical Implementation:** From procuring resources to coordinating logistics, I played an instrumental role in translating our well-conceived plans into tangible business ventures.
- **Mentorship Engagement:** Engaging with esteemed mentors, I participated in insightful discussions, incorporating their feedback to fine-tune our projects and align them with market realities.
- **Presentation Excellence:** I contributed to the compelling presentations we delivered to mentors, effectively communicating our project concepts, strategies, and implementation plans, showcasing our commitment to innovation and entrepreneurship.

My participation in the MUZLI Entrepreneurship Skills Development Scholarship Programme equipped me with invaluable hands-on experience in the intricacies of entrepreneurship. Through teamwork, creativity, and meticulous planning, I contributed to the successful development and realization of three distinct business projects, demonstrating my ability to navigate the challenges of entrepreneurship and turn ideas into tangible accomplishments.

HONOURS AND AWARDS

2020

Stipendium Hungaricum Scholarship Programme – Tempus Public Foundation Hungary (TPF)

2019

Student of the Year – Superior Science Academy

2018

Shahbaz Shareef Laptop – PM Laptop Scheme based on 90% plus Merit

2016

PEEF Scholarship – Punjab Education Endowment Foundation

TECHNICAL SKILLS

Programming Languages

Highly skilled in Java, utilizing its power to create efficient and innovative applications. Proficient in C, C++, and Python for versatile programming needs.

Relational Databases

Proficient in using PL/SQL to manage and manipulate data in relational databases, ensuring data integrity and optimized query performance.

Web Development

Experienced in web development technologies including HTML, XML, and CSS, enabling the creation of visually appealing and responsive web interfaces.

Matlab

Proficient in utilizing Matlab for data analysis, mathematical modeling, and algorithm development, enhancing problem-solving capabilities.

SAP Business Warehouse (SAP BW)

Competent in SAP BW, managing data warehousing processes, extracting insights, and creating meaningful reports for informed decision-making.

PKMS

Proficient in PKMS for precise inventory management and order fulfillment, ensuring accurate and timely product deliveries.

Salesforce

Skilled in using Salesforce CRM to streamline customer interactions, track cases, and facilitate effective communication across departments.

CyberSource (Payment Processing and Fraud Management)

Proficient in CyberSource for secure payment processing and fraud management, ensuring seamless and trustworthy transactions.

Commerce Cloud

Skilled in navigating Commerce Cloud to provide optimal e-commerce support, enhancing customer experiences and managing online transactions.
